

ADMINISTRATIVE SUPPORT COORDINATOR

GRADE: 16

FLSA: NON-EXEMPT

CHARACTERISTICS OF CLASS:

The Administrative Support Coordinator performs difficult skilled clerical and intermediate administrative work in support of the Office of the City Manager, coordinating the office administrative and clerical activities. The work requires a proactive approach with outside and inside contacts to carry out the Office's programs, or to explain specialized matters with occasional contacts with higher level officials. There are light physical demands, and the working conditions are somewhat stressful from meeting deadlines and demands and handling multiple projects. The skilled clerical work requires the incumbent to handle all assignments except those requiring office policy or procedure change where the administrative work requires the incumbent to handle a variety of assignments or problems independently and all work is subject to general policy, direction, practices and procedures. Covered by precedent and general supervisory review, the incumbent participates with others in program development, service delivery and supervising of subordinate staff.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Coordinates day-to-day administrative activity for the City Manager's Office with
- City departments, officials and the public etc.
- Coordinates meetings for the City Manager and Deputy City Manager.

- Maintains an Administrative orientation notebook.
- Oversees the scheduling system for City Hall conference rooms.
- Tracks and monitors the City Manager's Budget and credit card, and the City's credit card.
- Processes payment of invoices and bills for City Manager's Office, Wellness and Human Rights Programs.
- Prepares and coordinates weekly correspondence from City Departments to the Mayor and Council.
- Manages and processes travel accommodations, hotel, per diem funds etc for City Manager's staff and others.
- Plans and coordinates meetings for City Manager's staff including catering, room reservations, etc.
- Creates and maintains a database of various team members and sends staff meeting reminders (i.e. Imagine Rockville Action Team).
- Orders and maintains office supplies inventories and refreshment supplies for meetings.
- Prepares bi-weekly payroll and distributes payroll checks for the City Manager's Office staff and Senior Staff.
- May coordinate and supervise high school students and others fulfilling community service hours.
- Writes and prepares letters for the City Manager and Senior Staff's signature.
- Serves as point of contact for callers and visitors to the City Manager's Office and serves them as may be appropriate.
- Coordinates administrative support for the Human Rights Community Mediation Administrator and Wellness Coordinator.
- Assists Human Rights Community Mediation Administrator in preparation of the City's annual Martin Luther King Celebration.
- May meet with administrative support staff of City Departments to discuss issues of mutual interest.
- Is responsible for maintaining and updating the City Manager's Office filing system.
- Is responsible for updating and distribution of Emergency Notification List and Mayor and Council and Senior Staff information list.
- Supervises support employees in the City Manager's Office.
- Creates procedures to ensure effective and efficient operations of Switchboard/front desk,
- Is responsible for ensuring coverage of City Hall's switchboard.
- Handles problems and issues dealing with weekend and evening facility usage.
- Performs a variety of other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to an Associate of Arts Degree in Office Management, Business Administration, etc. and six years of progressively responsible experience in office administration, two years of which must have been as manager and/or supervisor.

Preferred Knowledge, Skills and Abilities:

- Knowledge of, or ability to rapidly acquire, knowledge of City government procedures, and of the relationships between various City departments.
- Knowledge of methods, principles and techniques associated with research, data collection and report preparation.
- Knowledge of business English, spelling, arithmetic, punctuation, grammar, and general editing skills.
- Knowledge of and advanced skill in the use of office equipment, including word processing and data based computer programs Wordperfect, databases, Lotus 1-2-3.
- Ability to establish and maintain effective working relationships with representatives of various government and private organizations, employees and the general public.
- Ability to communicate effectively both orally and in writing.
- Ability to draft written responses to inquiries or concerns that may be of a sensitive nature.
- Ability to carry out continuing and multiple assignments requiring exceptional organizational skills, with limited supervision.